

Information about the service

Service description – This is a post-paid, sim only mobile phone service for use with an existing handset.

What's included – Ability to make and receive calls, send and receive SMS/MMS, access data in Australia and make international calls. The international roaming pack is automatically activated by default when you're travelling overseas.

Is this a bundle service? – This service may optionally be bundled with one of our NBN services.

Equipment needs – You need an unlocked 4G/5G compatible handset to use this service. We do not sell mobile handsets.

Network coverage – This service uses parts of Telstra's network and provides a combined 4G and 5G coverage footprint of more than 98.8% of the Australian population. Coverage maps are available at www.esc.net.au/mobileplans

Plans – See table below for Monthly Charges for each plan.

Plan	10GB	15GB	29GB	40GB	65GB	100GB	120GB	150GB	180GB
Monthly Fee*	\$30	\$35	\$40	\$45	\$50	\$60	\$70	\$75	\$80
Monthly Data Allowance	10GB	15GB	29GB	40GB	65GB	100GB	120GB	150GB	180GB
Price/Gb	\$3.00	\$2.33	\$1.38	\$1.13	\$1.30	\$0.60	\$0.58	\$0.50	\$0.44
Databank Limit	500Mb		1000Mb						
Standard SMS/MMS, fixed lines & mobiles nationally	Unlimited								
MMS Video in Australia	50c each								
Excess Data in Australia	\$11 per 1 Gb block*								
International Voice Call	See price list*		Unlimited to 15 countries*						
International SMS/MMS/MMS Video	50c / 75c / \$1 each								

*See www.esc.net.au/mobilephone for full details including unlimited countries, and for standard international calling rates. Excess Data blocks are automatically added when quota used.

Information about pricing

Minimum monthly charge – The minimum charge is one month of your selected plan.

Minimum term – The minimum term for our mobile plan is one month.

Upfront Fees – This service has no upfront fees.

Exit Fee – No exit fees apply. 30 days' notice is required to cancel. If notice is not given before month-end, another month will be charged. Fees already paid are non-refundable. No pro-rata credits apply for unused inclusions. Outstanding charges will

be debited via AutoPay on or shortly after cancellation.

Plan Changes – You can schedule a change to your plan at the commencement of your next billing period, without charge. You will need to pay the difference between your current plan and your new plan. If you are downgrading your plan, we do not offer a pro rata refund or credit.

Data Usage – Data is measured per session and counted in kilobytes and includes both uploads and downloads. By default, 1GB extra data is automatically added to the service when you reach your data allowance. This occurs up to 2 times. Your service will be billed excess data and barred. On

request, data can be barred once you reach your limit; we can add 1GB data blocks manually.

Plan Exclusions and Limitations – Calls to Sensis numbers 1234, 12455 and 12456 are not supported. Non-standard calls such as call forwarding, directory assistance, time and weather services, Telstra and Optus satellite numbers will be charged at per the table below.

NON-STANDARD CALLS	Flagfall Cost	Cost per minute
Video Calls (national)	0.45c	\$2.20
Video Calls (international)	0.55c	\$3.75
National Directory Assistance	1.00c	N/A
Telstra Mobile Satellite	0.50c	\$1.50
Optus Mobilesat	0.45c	\$2.49

Other Information

Checking your data usage – We will provide you with data usage alerts via email once you have reached 50%, 85% & 100% of your data allowance. You can also monitor your phone & data usage by calling us or at www.esc.net.au/myaccount

International Roaming Pack costs – Your minimum monthly charge does not apply to using your mobile overseas. The International Roaming Pack is on by default, and the charge is \$12 per 24-hour pack which includes calls and text to 57 countries** and 200MB data per 24 hours. If you use your phone again after this 24-hour period is up, then a new 24-hour pack will be triggered. Your usage alerts may also take longer to update. See our website for information on international roaming, data and call rates.

Other possible charges – Replacement Sim cards cost \$10.

Payment Processing Fee – Autopay is automatic monthly payment by direct debit or credit card. We also accept BPAY, credit card, cash, and Post Billpay. Non-Autopay adds a \$4.95 fee unless paying quarterly. Full fee details: www.esc.net.au/faq/feesandcharges/

Customer Service – You can call us on 1300 135 235 and we can assist you with account balances, usage updates, payments, general support and many other queries.

Customer Dispute Resolution – If you have a complaint you should call to speak to us for an immediate resolution. If you are not reasonably satisfied, you can escalate the matter by way of a written complaint to customercare@esc.net.au. In the rare event that you are not happy with the outcome of your complaint after following our complaint handling process you may contact the TIO on 1800 062 058.

EscapeNet

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